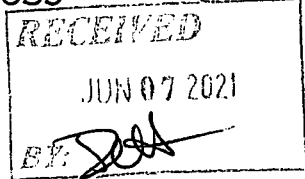


**ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD**

1740 W. ADAMS ST., SUITE 4600, PHOENIX, ARIZONA 85007

PHONE (602) 364-1PET (1738) FAX (602) 364-1039

VETBOARD.AZ.GOV



**COMPLAINT INVESTIGATION FORM**

*If there is an issue with more than one veterinarian please file a separate Complaint Investigation Form for each veterinarian*

PLEASE PRINT OR TYPE

**FOR OFFICE USE ONLY**

Date Received: June 7, 2021 Case Number: 21-140

**A. THIS COMPLAINT IS FILED AGAINST THE FOLLOWING:**

Name of Veterinarian/CVT: Raegan Chambers  
Premise Name: Prescott Arizona Hospital ( PAH)  
Premise Address: 1318 W Iron Springs Road  
City: Prescott State: Az Zip Code: 86305  
Telephone: (928) 445-2190

**B. INFORMATION REGARDING THE INDIVIDUAL FILING COMPLAINT\*:**

Name: Larry Shutack  
Address: [redacted]  
City: [redacted] State: [redacted] Zip Code: [redacted]  
Home Telephone: [redacted] Cell Telephone: [redacted]

\*STATE LAW REQUIRES WE HAVE TO DISCLOSE YOUR NAME UNLESS WE CAN SHOW THAT DISCLOSURE WILL RESULT IN SUBSTANTIAL HARM TO YOU, SOMEONE ELSE OR THE PUBLIC PER A.R.S. § 41-1010. IF YOU HAVE REASON TO BELIEVE THAT SUBSTANTIAL HARM WILL RESULT IN DISCLOSURE OF YOUR NAME PLEASE PROVIDE COPIES OF RESTRAINING ORDERS OR OTHER DOCUMENTATION.

**C. PATIENT INFORMATION (1):**

Name: K9 Argos Shutack  
Breed/Species: Akita  
Age: 5 months Sex: Male Color: BICK/WHITE/BROWN

**PATIENT INFORMATION (2):**

Name: \_\_\_\_\_  
Breed/Species: \_\_\_\_\_  
Age: \_\_\_\_\_ Sex: \_\_\_\_\_ Color: \_\_\_\_\_

**D. VETERINARIANS WHO HAVE PROVIDED CARE TO THIS PET FOR THIS ISSUE:**

*Please provide the name, address and phone number for each veterinarian.*  
Lauren Taylor-1318 W Iron Springs Road Prescott Az. 86305 ph 9284452190

**E. WITNESS INFORMATION:**

*Please provide the name, address and phone number of each witness that has direct knowledge regarding this case.*

Sherry Shutack- [REDACTED]

**Attestation of Person Requesting Investigation**

By signing this form, I declare that the information contained herein is true and accurate to the best of my knowledge. Further, I authorize the release of any and all medical records or information necessary to complete the investigation of this case.

Signature: 

Date: 5-30-2021

**F. ALLEGATIONS and/or CONCERNS:**

*Please provide all information that you feel is relevant to the complaint. This portion must be either typewritten or clearly printed in ink.*

On 5/2/2021 we brought our 5 month Akita (Argos) into Prescott Animal Hospital (PAH) for treatment of chronic Diarrhea and Vomiting. We were placed in a room because of their concern about Parvo. We were seen by a technician who took his temp. and took him into another room to be tested for Parvo we were not present for this. Supposedly test came back negative. We then saw Dr Lauren Taylor and told her about Argos and his Vomiting and his explosive Diarrhea shooting out a foot or more. Dr Taylor examined Argos and he must of been dehydrated as she gave him 300 ml Lacted Ringers Soln..We brought in a stool sample for fecal panel a few days later it came back from some lab PAH uses as negative. Dr Taylor gave a prescription for Metronidazole 250mg taking 1 tablet every 12 hours. Also a prescription for Panacur C to be put on food once daily.. Please see Receipt of services.

On 5/13/2021 we brought Argos back to PAH as he was not getting better. We were placed in a room and a technician took his temp and we voiced our concerns about the constant Diarrhea and Vomiting. This time we saw Raegan Chambers Veterinarian. She did a quick exam consisting of listening to heart and feeling his ribs. She told us we should change his food as he had a sensitive stomach. We told her about his Violent Diarrhea and Vomiting but it did not seem to matter to her. She was in a hurry that day as the waiting room was full. She left the room after giving us 3 minutes of her time. A tech. came in and gave us a list of 3 dog foods to use and a prescription for Provable Forte Kit.

Aros died 5/22/2021 Hemorrhaging to death. He started to bleed from the rectum and mouth. I called PAH trying to get him in but was told they were closing soon and call in the AM (Sunday) and they will get me in. We rushed Argos to the Prescott Emergency Animal Hosp in Prescott Valley but was to late.

Raegan Chambers conducted no credible examination. on 5/13/21. I doubt she reviewed any of Argos records as if she did why didnt she order a blood test, order a untra sound or x ray how about a urine test or anything. How long does a animal have to have Diahhea and vomiting before Chambers decides to do something. My dog would be alive today if Chambers did basic care. Apparently its more profitable for her to run through as many animals as possible instead of giving compentent care. I would think if you had a animal who was having these problems a competent veterinarian would investigate why symptoms were occuring. Prescribing nothing more than a pre and pro biotic is dumb. If she had read Argos records she would of seen he was dehydrated 2 weeks prior and no better. Not being a veterinarian i can only surmise what Argos had. I think he suffered from AHDS and being misdiagnosed and left untreated he died. A competent vet would of prescribed at least a antibiotic, give something for diarrhea such as cerinia and given supportive care. nothing like this was given.

After Argos death i sent a email to PAH stating to tell Chambers of Argos to date there has been no reply. this just shows the character of this veterinarian.  
thank you

June 17, 2021  
Reference number: 21-148

To Whom it May Concern:

On May 13th, 2021 I saw "Argos" Shutack as a medical progress appointment with the complaint of chronic diarrhea. Argos had previously been seen by my colleague Dr. Lauren Taylor on May 2nd, 2021 for the same issue. During the May 13th appointment the owners stated that he had been having diarrhea consistently for the past month, with little to no improvement with the current treatments that had been prescribed. They also stated that although he has had diarrhea his appetite and attitude were still normal. At this time there was no mention of blood being present in either the vomit or the diarrhea, so AHDS was not on my list of differentials.

On physical exam nothing remarkable was noted. Argos was acting like a normal, energetic puppy in the room. When I palpated his abdomen he was not reactive and no other abnormalities could be felt. I evaluated his hydration by checking skin tent and mucous membranes/capillary refill time, all of which were normal. Based on my physical exam, the chronicity of the diarrhea, and a history of multiple diet changes over a short period of time I discussed the possibility that his signs were secondary to diet.

I discussed that some diets, like Blue Buffalo, may be too "rich" for a puppy especially if changed multiple times. I proceeded to recommend a puppy diet from Royal Canin, Hills, or Purina suggesting these may be easier on his stomach. I gave the owners a handout containing information on bland diets (at home and prescription) as well as how to appropriately switch foods (this handout is attached). I then elected to start Argos on a different probiotic, Proviale Forte Kit, since FortiFlora did not appear effective enough.

Argos had previously tested negative for parvo (per the owner) at Chino Valley Animal Hospital on April 6th. I have attached the records from this hospital that we were given to show the information I was provided regarding this appointment. We were unable to obtain actual medical records. They had declined retesting on May 2nd when seen by Dr. Lauren Taylor. As mentioned above, the owners had informed us that treatment with Panacur and Metronidazole had been unsuccessful. Since no response was seen with these medications I did not prescribe them again. His physical exam showed no clinical signs of dehydration and the owners reported he was drinking normally. Therefore, I did not feel subcutaneous fluids were warranted at that time. It was my understanding that the vomiting was intermittent and he had kept several meals down in between these episodes. Due to this and along with the fact that his appetite was also intact I decided against prescribing Cerenia at that time.

In the days following his appointment we attempted to contact the owners and get an update on Argos. On the morning of May 19th, 2021 my technician, Monica Candela, left a voicemail instructing the owners to call us back with an update as well as any concerns. We received a call back from the owners at approximately 6:20 pm that evening stating Argos was still having diarrhea and they were wondering how long it would take to see this resolve. This message did not state whether this diarrhea now contained blood or whether he was still vomiting. On the morning of May 20th, at approximately 10 am, we reached out to the owners to discuss the message they had left as well as to get a better idea of Argos's overall status. We

were unsuccessful at reaching the owners and had to leave another voicemail. In this voicemail Monica did tell the owners that it can take a couple weeks to see complete resolution of diarrhea when it is dietary related, especially with how chronic Argos's diarrhea had been. Monica also mentioned in the voicemail that if Argos was declining or absolutely no improvement was seen by now it would be best to proceed with further diagnostics, specifically mentioning a fecal PCR (she gave the owners an estimate for the price of this specific test). She then instructed the owners to call us back as soon as possible to discuss further diagnostics options as well as to give us a more detailed update. We unfortunately did not hear back from the owners until the end of the day on May 22nd, 2021. Based on the owners' description of Argos's status, our front desk staff instructed them to go straight to the emergency clinic, where they would be able to provide 24 hour care.

Lastly, the owners mention they sent an email to our hospital informing us of Argos's passing. Unfortunately this email was never received by me or my staff. Therefore, I was unaware of Argo's passing until receiving this board complaint. Had I received this email I would immediately have reached out to the owners to answer any questions or concerns they may have had.

Sincerely,



Dr. Raegan Chambers, DVM

**Douglas A. Ducey**  
- Governor -



**Victoria Whitmore**  
- Executive Director -

## **ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD**

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[vetboard.az.gov](http://vetboard.az.gov)

### **INVESTIGATIVE COMMITTEE REPORT**

**TO:** Arizona State Veterinary Medical Examining Board

**FROM:** PM Investigative Committee: Adam Almaraz - Chair  
Amrit Rai, DVM  
Justin McCormick, DVM  
Gregg Maura  
Steven Dow, DVM - **Recused**

**STAFF PRESENT:** Tracy A. Riendeau, CVT – Investigations  
Sunita Krishna Cairo – Assistant Attorney General

**RE:** Case: 21-148  
Complainant(s): Larry Shutack  
Respondent(s): Raegan Chambers, DVM (License: 7177)

#### **SUMMARY:**

Complaint Received at Board Office: 6/7/21  
Committee Discussion: 11/2/21  
Board IIR: 1/19/22

#### **APPLICABLE STATUTES AND RULES:**

Laws as Amended August 2018  
(Lime Green); Rules as Revised  
September 2013 (Yellow)

On May 2, 2021, Respondent's associate saw "Argos," a 5-month-old male Akita for diarrhea and dispensed Panacur and Metronidazole. Due to no improvement, the dog was presented to Respondent on May 13, 2021. She examined the dog and dispensed Provable-Forte and recommended switching a bland diet.

On May 22, 2021, the dog passed away.

**Complainant was noticed and appeared telephonically.**

**Respondent was noticed and appeared telephonically. Attorney David Stoll appeared.**

**The Committee reviewed medical records, testimony, and other documentation as described below:**

- Complainant(s) narrative: *Larry Shutack*
- Respondent(s) narrative/medical record: *Raegan Chambers, DVM*
- Consulting Veterinarian(s) narrative/medical records: *Chino Valley Animal Hospital; and Yavapai Emergency Animal Hospital*

**PROPOSED 'FINDINGS of FACT':**

1. On April 6, 2021, the dog was seen at Chino Valley Animal Hospital; a parvo test was performed and the dog was dispensed Metronidazole and FortiFlora.
2. On May 2, 2021, the dog was seen by Respondent's associate, Dr. Taylor, for diarrhea. Complainant reported that the medication from Chino Valley Animal Hospital did not help and the dog was having explosive diarrhea. It was further reported that the dog had one episode of vomiting due to drinking too much, too fast.
3. Dr. Taylor evaluated the dog and discussed retesting the dog for parvo, Complainant declined. She was suspicious of a parasite due to being around chickens and previously testing negative for parvo. A fecal sample was sent to the lab and the dog was administered 300mLs LRS (hydration was noted as adequate). The dog was discharged with Panacur and Metronidazole.
4. Fecal Panel was negative – no ova or parasites seen.
5. On May 13, 2021, due to no improvement, the dog was presented to Respondent. The dog was vomiting and having diarrhea. Complainant stated that they had tried several different diets in the past 2 weeks or so. Upon exam, the dog had a weight = 34.4 pounds, a temperature = 101.6 degrees, a pulse rate = 100bpm, and a respiration rate = 36rpm; no abnormalities noted.
6. Respondent consulted with Complainant and stated that the dog's diet may be too rich, especially with the history of many diet changes over the past few weeks and chronic diarrhea. She recommended feeding a bland diet until the diarrhea resolved then transition to Purina, Hills, or Royal Canin. Respondent dispensed Provable-Forte Kit and recommended blood work and radiographs if the dog's diarrhea did not clear up.
7. On May 19, 2021, staff left a message with Complainant to get an update on the dog. Complainant called back and left a message stating the dog still had diarrhea and asked how long it would take to clear up. Staff returned Complainant's call to get more information on the dog. She also advised that it may take a couple weeks for the diarrhea to resolve when it's dietary, especially with how chronic the dog's was. It was recommended to proceed with further diagnostics if the dog was declining or there was no improvement. An estimate was provided for a fecal PCR. Staff asked Complainant to return the call so they could more details on the dog and discuss further.
8. On May 22, 2021, Complainant called and reported the dog was bleeding from his mouth and rectum. Staff instructed Complainant to take the dog to the emergency facility based on the symptoms.

9. The dog was dead when Complainant arrived to the emergency facility.

10. Complainant did not feel Respondent provided adequate care to the dog.

**COMMITTEE DISCUSSION:**

The Committee reviewed the case file materials and interviewed the Complainant and Respondent regarding the case. They did not feel there was a violation of the Veterinary Practice Act.

**COMMITTEE'S PROPOSED CONCLUSIONS of LAW:**

The Committee concluded that no violations of the Veterinary Practice Act occurred.

**COMMITTEE'S RECOMMENDED DISPOSITION:**

**Motion:** It was moved and seconded the Board:

*Dismiss this issue with no violation.*

**Vote:** The motion was approved with a vote of 4 to 1, with Dr. Dow Recused.

*The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.*

TR

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Tracy A. Riendeau, CVT  
Investigative Division